



Press In Print

News and information from the President's Office
assembled by Dale Galusha and Gina Duncan



What's New

RECENT
RETIREMENTS

WEEK OF PRAYER

DATELINE

Terry Rusk Retired

In keeping with Terry Rusk's quietly-working-in-the-background approach to life, it was with little fanfare that Pacific Press bade him "happy retirement" July 1, 2022. Terry worked 43 years for the church in various roles, most of which were technology related.

Terry began working for the church after graduating from Andrews University. He didn't travel far for his first position. After two months working for Andrews University, he took a position at the Lake Union, where he stayed for a little over two years. He also worked for the Atlantic Union and the Wisconsin Conference before taking a position with the Pacific Union, where he ultimately served as a computer programmer for the HHES program.

In 1997, Pacific Press assumed the HHES operations and Terry moved to Idaho to join the PPPA team. Within a year, Pacific Press downsized the HHES operations and Terry's skills were put to good use in the IT department. He initially focused his attention on Apple computers and prepress support. He faithfully performed maintenance tasks on the plate-maker in prepress, often after hours, to keep production running.

Terry worked his way up to the position of Senior Network Administrator where he was responsible for the Press network infrastructure and internet connectivity. This meant installing, supporting, updating, and/or troubleshooting: file servers, database systems, email systems, security systems, Wi-Fi throughout the building, network switches, physical wiring between devices, and everyone's favorite—"other duties as assigned."

Many of us have seen the monthly emails from Ed Bahr reminding us to log off our systems so IT can perform server updates. Terry was often the person behind the scenes, working late on Saturday nights or Sundays to install these updates.

“Terry was a frontline soldier responsible for keeping our systems patched and our firewalls closed up as tightly as possible to reduce our chances of infection,” said Ed Bahr. “Despite the grumbling and complaining from users, Terry managed to keep us relatively virus-free with no major outbreaks that would damage our systems.”

One example of Terry’s impact on Pacific Press was the complete overhaul of the backup systems and file storage locations.

Terry was very instrumental in designing and pushing hard to enforce a structured folder layout for different departments to store files consistently in their proper locations,” explained Ed. “This was a tough mountain to climb as users clung to the way they’d always done things.”

Prior to the backup and file storage systems Terry helped implement, it would take days to search backup tapes to determine if required files to reprint a job could be found. Now it only takes minutes to search for files, and they’re more likely to be found.

In addition, the backup system now stores files at an offsite location, enhancing Pacific Press’s disaster recovery resilience.

Terry was also part of the team that replaced the old PBX phone system with a Voice over IP system. This change saved Pacific Press thousands of dollars each month.

Outside of the office, Terry volunteered for the Idaho Conference for more than 15 years as the conference Pathfinder director and special events coordinator—including three trips to the International Pathfinder

Camporee in Oshkosh, Wisconsin, and three North Pacific Union camporees.

He also spent many years as a referee for high school basketball. Terry enjoys riding his motorcycle and is looking forward to getting back into mountain biking. He is also looking forward to spending more time with grandkids. His wife, Eve, is quick to point out that “he is also busy working on the honey-do list.”

“Terry wasted no time ramping up his white-water rafting schedule,” according to Terry’s rafting buddy Stephen Ertel (Marketing). “This year alone, he has been on a seven-day trip on the John Day River in Oregon, a five-day trip on the Yampa and Green Rivers in Colorado and Utah, six days on the Selway River in Northern Idaho, five days on the Rogue River in Oregon, and more than ten one-day trips on Payette Rivers close to home. If you are interested in a white-water rafting trip, especially in the middle of the week, check with Terry! Just a word of caution: if you expect to get sunburned, bring your own aloe. Terry has been known to swap his hand sanitizer with aloe at inopportune moments.”

We wish Terry the very best in retirement! He’s surely missed.

Sandy Lee Retired

by Doug Church



Millions of Customers Served

Since the early 1980's some things have remained consistent. Sandy Lee's friendly voice, her willing attitude, her attention to detail, and her quick service have been greeting callers to Seventh-day Adventist publishers. It didn't matter whether they had a simple question or a complicated challenge, she was happy to help. Sandy has served several generations of Adventist Book Center managers and team members over the course of a career that has earned her both their friendship and appreciation.

In their own words:

- Sandy was always a bubbly smiling voice on the phone. Knowing Sandy was handling your question or order calmed your day. She and her knowledge base will be missed. – *Peggy Glass, Manager, Kansas-Nebraska Adventist Book Center*
 - Sandy, thank you for always taking care of our ABCs with kindness. You have been a blessing to work with and it was always a joy to hear your voice on the phone when we call. Praying for you as you enter your well-deserved retirement! – *Sandi Bowman, Manager, Arizona Adventist Book Center*
 - What great memories from your time at two Adventist publishing houses. Always cheerful, pleasant and helpful. Yes, always leaving me more upbeat by the end of the conversation. Thank you, Sandy, for your great service.– *Russ Jenson, Manager, Georgia-Cumberland Adventist Book Center*
 - I always appreciated hearing your happy and cheerful voice when I would call in. Your service and care for each of the ABCs as well as managers and staff you have interacted with over the years has been highly appreciated. Thank you for your commitment to spreading the love of Jesus through the printed page for so many years! – *Doug Thompson, Manager, Nourish Christian Marketplace*
- ## And some of the sales and marketing staff:
- From day one here at Pacific Press Sandy brought her bright and cheerful smile along with her sweet and tender spirit. Those of us who had the privilege to work with her were blessed day by day throughout the week because of her positive and cheerful attitude and outlook on life. Sandy's heart was definitely here within the publishing work, and she cared greatly for each and every ABC's wellbeing, not just the one's she had the opportunity to work with. All the best to you in retirement Sandy, and keep on a smiling!! – *Dave Gatton, Sales Manager, Pacific Press Publishing Association*
 - I've worked with Sandy for pretty much her entire publishing house career. It was an extremely rare occasion to see her get angry or upset. She always had a ready smile and a happy can-do attitude. Considering some of the crazy people she had to work with (self-included) this wasn't always easy. I wish her the best in retirement but she will be missed by those that worked with her and the customers she served. – *Dan Wegh, Director of Marketing Special Projects, Pacific Press Publishing Association*
 - Sandy will be missed! Her data entry speed is unmatched. She's definitely earned her time now to relax in retirement. So she trades in her work at the Press for caring for her Mother and running after her grand kid! Enjoy every minute Sandy! – *Don Laing, Sales Director (Retired), Pacific Press Publishing Association*
 - You were always so dedicated to your job. Thank you for all the years we had working together. – *Dennis Church, Director of Order Processing (Retired), Review and Herald Publishing Association.*

We can commemorate Sandy's heralded career while we celebrate this new phase in her life. Going forward, Sandy will not be



enjoying her retirement alone. Her days will be filled with grandma and daughter duties (while still making time for her puzzles, enjoying her flower beds while watching for the various birds that visit her yard and the occasional nap with Averil!).

But “Millions of Customers Served”?

Really? Does that sound like an exaggeration? Not even a little bit. There are roughly 1.3 million Seventh-day Adventists in North America. Every day people from each of the churches where these members attend call their local ABC for help with

resources, Sabbath School material, you name it. And who do those ABCs call to serve those church and the 1.3 million members they represent—Sandy and the rest of the customer service team here at Pacific Press! And that’s not even counting the Publishing Houses from around the world who rely on us for resources to serve the members in their own territories.

So next time you see Sandy or pass a CSR in the hallway, give them a big smile and think about the 1.3 million Seventh-day Adventists that they take care of here at home and the 20 million more that they serve worldwide!

Week of Prayer with Elder Randy Maxwell

by Dale Galusha



Randy Maxwell is the newly appointed Vice-president for administration in the Washington Conference of Seventh-day Adventists. His previous assignment was pastor of the Renton Seventh-day

Adventist Church, in Renton, Washington, and the director of Prayer Ministries for the Washington Conference. Prior to this he served ten years as the pastor of the Kuna SDA church in Idaho. Randy also served 18 years in the publishing work at Pacific Press Publishing Association in Nampa, Idaho.

Randy is an author, conference speaker, and the founder of IF MY PEOPLE PRAY MINISTRIES, through which he has presented prayer and revival seminars across North

America and internationally. He is the author of eight books, including ***If My People Pray***, and his newest release, ***Closing Prayers: Facing the Final Crisis on Our Knees***.

Pastor Maxwell is heard every weekend on 820AM The Word Seattle on the “Hope for Today” radio program, and, with his wife Suzette, hosted a weekly Bible study on FaceBook called *Friday Night Live*.

Randy and Suzette have been married 42 years. They have three adult children, one son-in-law, and three adorable grandchildren (one sleeps in Jesus awaiting the resurrection). The motto that drives Randy’s life and ministry is: “The need is great. The key is prayer. The time is now.”

The theme of the week of prayer is “Closing Prayers” You don’t want to miss it! October 10-13 in the Owyhee Room at Pacific Press.

Adventist books...

We recently read an excellent article about Rocky Mountain Conference's summer campaign. We would like to share the link for those who are interested in reading it: [200,000 Doors and 14,000 Pounds of Adventist Books](#) | [Adventist Review](#)

It's always good to see the way God works and how far our publications go.

A Word of Thanks...

Thank you so much, Pacific Press family, for the prayers, kind words, and support after the accident and death of our mom. Also, thank you for the flowers for her memorial service. We especially appreciated the support of our coworkers who were able to attend Mom's service.
—Tammie Knauff and Todd Hood



Dateline

September 2022

- 7 PAYDAY
- 12 Chapel—Eric Petersen, Product Dedication
- 19 Chapel—Pr. Marlon Seifert, Cloverdale SDA
- 21 PAYDAY
- 26 Chapel—Kirsten Berger, HR Director

October 2022

- 3 Chapel—Miguel Valdivia, Product Dedication
- 5 PAYDAY
- 10-13 WEEK OF PRAYER
- 17 Chapel—Scott Cady, SWE
- 19 PAYDAY
- 24 Chapel—Ricardo Bentancur & Elvis Diaz, El Centinela
- 31 Chapel—

By all these
lovely tokens

September

days are here,
with summer's
best of weather
and Autumn's
best of cheer.

~Helen Hunt Jackson